

# **USER MANUAL**



#### Dear user,

Thank you for selecting the **Freecom Network Drive XS**. The Freecom Network Drive XS offers easy-to use network storage possibilities. To ensure you get the best performance and ease of operation, please read this manual carefully before using the Freecom Network Drive XS.

### Freecom Technologies GmbH • Germany www.freecom.com

#### Contents of the box

Please check the contents of the box to ensure it contains the following items:

- Freecom Network Drive XS
- · Power adapter & power cord
- LAN connection cable
- USB connection cable
- Manual, safety manual and application software on CD
- Ouick Install Guide

### **Need assistance? Have questions?**

In case you have a question about the use of this product, need information about other Freecom products or need technical assistance, please contact the Freecom Service Center for your country. See www.freecom.com for details.

Freecom offers free unlimited helpdesk support.

### Warning!

All rights reserved. The products named in this manual are only used for identification purposes and may be trademarks or registered trademarks of the respective companies. This device was designed for home or office use.

<u>Warning!</u> This device is equipment complying with EN55022 class A. This equipment can cause radio disturbances in a residential area. If this is the case, the user has to take appropriate measures and assume all responsibility and costs for. It may not be used near or with any life-sustaining systems.

Freecom cannot be made liable for any damages, loss of data or damage following thereof -whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use this Freecom product, even if Freecom has been advised of the possibility of such damages.

We reserve the right to upgrade our products in keeping with technological advances.

# **User's Guide**

# **General Information**

System requirementsPage	4
Precautionary measuresPage	5
Freecom Network Drive XS Setup OverviewPage	6
Chapter 1:	
Hardware InstallationPage	7
Chapter 2:	
Computer Configuration - LAN ModePage	8
Chapter 3:	
Installation of the application softwarePage	14
Chapter 4:	
Accessing the Network Drive XSPage	16
Chapter 5:	
Configuration of the Freecom Network Drive XSPage	20
Chapter 6:	
LAN Connection Types of the Freecom Network Drive XSPage	38

### **General Information**

Your system needs to meet the following hardware and software requirements for the device to function properly.

### **System requirements**

To use the Freecom Network Drive XS, you will require the following components:

#### PC:

- Intel Pentium III / AMD Duron 900 MHz or higher
- 256 MB RAM (Vista / 7: 512 MB RAM) or higher
- CD-ROM drive
- Free USB 2.0 or USB 1.1. port\* or
- LAN (1000Base-T full duplex connection recommended)
- Internet connection for online warranty registration, software updates and downloads
- Operating system: Windows XP, Windows Vista, Windows 7

#### Mac:

- PowerPC G4/G5 or Intel Mac
- 256 MB RAM or higher
- CD-ROM drive
- Free USB 2.0 or USB 1.1. port\* or
- LAN (1000Base-T full duplex connection recommended)
- · Internet connection for online warranty registration, software updates and downloads
- Operating system: Mac OS X v10.4 or higher

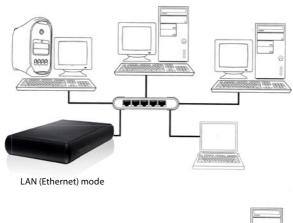
<sup>\*</sup> USB 2.0 is backwards compatible with USB 1.1.

### **Precautionary measures**

To ensure that your Freecom Network Drive XS functions properly, please take note of the following precautions. If these are not followed, you may void your warranty and damage the Freecom Network Drive XS.

- Safely remove the Freecom Network Drive XS via your operating system (the "unplug or eject hardware" option in the Windows taskbar) before disconnecting the USB cable or power cable and before switching off the device. Failing to do so may result in data loss.
- Do not drop the Freecom Network Drive XS or expose it to other kinds of sudden mechanical shocks as this may result in data loss and damage to the Network Drive.
- Do not use the Freecom Network Drive XS when the ambient temperature is below 10°C or above 30°C.
- If the Freecom Network Drive XS is moved from a cool environment to a warmer environment, please allow the drive to acclimatize to the ambient temperature before operating the device. Failing to do so may lead to condensation within the drive enclosure, which in turn may cause the drive to malfunction.
- Do not place liquids or drinks on the Freecom Network Drive XS. When liquids are spilled and get in contact with the electronics within the drive enclosure, it will damage the drive and will cause the drive to malfunction.
- Do not use the Freecom Network Drive XS in a dusty environment. Dust inside the enclosure may damage the internal electronics and result in drive malfunction.
- Opening the Freecom Network Drive XS will void the warranty.
- Since USB 2.0 is backwards compatible with USB 1.1, the Freecom Network Drive XS
  can be connected to all USB ports. When connected to a USB 1.1 port, however, the
  performance (data transfer rate) of the Freecom Network Drive XS will be much lower
  than when the drive is connected to a USB 2.0 port.
- Only use the power adapter that was supplied with the Freecom Network Drive XS.

# **Freecom Network Drive XS Setup Overview**





# **Chapter 1: Hardware Installation**

WARNING! Only connect the Network Drive XS via the USB or LAN Port. Never use both ports at the same time!



 Plug the cable (USB or LAN) into the Freecom Network Drive XS.



2. Insert the power cord into the Freecom Network Drive XS and plug the power supply into the socket.



Plug the cable into the port (USB or LAN) on your computer.

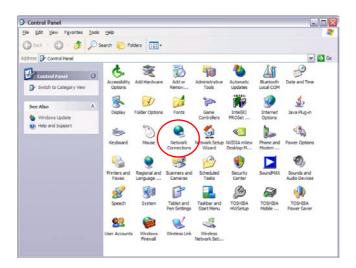
Because USB 2.0 is backwards compatible with USB 1.1, you can connect the Freecom Network Drive XS to any USB port. Please note however that USB 2.0 ports support significantly higher data transfer speeds than USB 1.1.

Driver Installation: Your computer will not require a special Freecom driver if you are using Windows XP / Vista / 7 or MacOS X. The required driver is automatically installed by the operating system when the cable is plugged into your computer.

# **Chapter 2: Computer Configuration - LAN Mode**

# 2.1 Check TCP/IP Settings in Windows XP

1. Open "Start" -> "Settings" -> "Control Panel".



2. Double-click on "Network Connections".

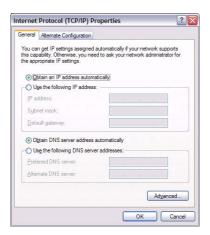


3. Right-click on your "Local Area Connection" and select "Properties".

4. The following screen will appear. Select "Internet Protocol (TCP/IP)" and click on the "Properties" button.

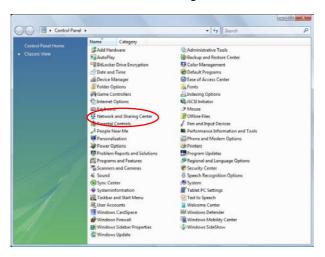


5. In the "General" tab, select "Obtain an IP address automatically" and "Obtain DNS server address automatically".

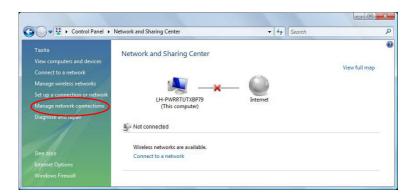


### 2.2 Check TCP/IP Settings in Windows Vista / 7

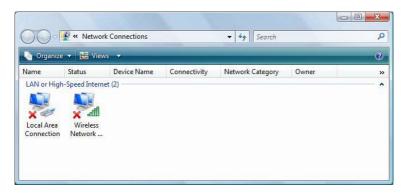
1. Open "Control Panel" -> "Network and Sharing Center".



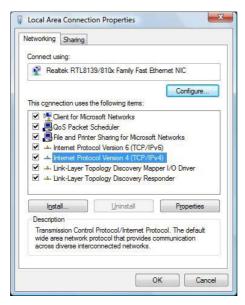
2. Click on "Manage network connections".



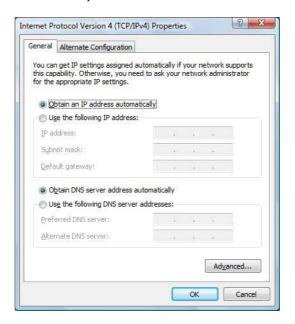
3. Right-click on "Local Area Connection" and select "Properties".



4. In the "Networking" tab, select "Internet Protocol Version 4 (TCP/IPv4)" and click on "Properties".



5. In the "General" tab, select "Obtain an IP address automatically" and "Obtain DNS server address automatically".



### 2.3 Check TCP/IP Settings in Mac OS X

1. Open "System Preferences" -> "Network".



2. In the "TCP/IP" tab, select "Using DHCP" in the "Configure IPv4" settings.



# **Chapter 3: Installation of the application software**

### 3.1 Installation of the Freecom Network Storage Assistant Software (PC)

The Freecom Network Storage Assistant quickly detects and performs the basic setup of your Network Drive XS. When you start it, it displays all Freecom Network devices available in your network and helps you creating network folders.

- Please insert the Manual & Application CD into your drive. It contains user manuals and software, including the Freecom Network Storage Assistant. Once the CD is inserted, a window should appear automatically on the screen. If this does not happen, please proceed as follows:
- 2. Open "My Computer".
- 3. Double-click the CD drive containing the CD. The CD window should now open.





- 4. Click on "Software Installation" -> "FNS Assistant". The installation starts now. Follow the instructions on the screen, confirm with "Next" in order to continue with the installation. After installation has finished, press "Quit" to exit the menu screen.
- Start the Freecom Network Storage Assistant by clicking on the "FNSA" icon on your desktop or via "Start" -> "program files".
- 6. Check the Freecom Network Storage Assistant whether your Network Drive XS was detected. This may take some time. If your Network Drive XS is not immediately detected, click "Search again for available Freecom Network Storage devices" to repeat the search.



7. For a detailed functional description on the Freecom Network Storage Assistant, please refer to chapter 5.

### 3.2 Installation of the Freecom Network Storage Assistant Software (Mac)

The Freecom Network Storage Assistant quickly detects and performs the basic setup of your Network Drive XS. When you start it, it displays all Freecom Network devices available in your network and helps you creating network folders.

- 1. Please insert the Manual & Application CD into your drive. It contains user manuals and software, including the Freecom Network Storage Assistant.
- 2. You will now see CD icon on your Mac desktop.
- 3. Double-click on the CD icon. Click "Start". The CD window should now open.





- 4. Click on "Software Installation" -> "FNS Assistant". The installation starts now. Follow the instructions on the screen, confirm with "Next" in order to continue with the installation. After installation has finished, press "Quit" to exit the menu screen.
- Start the Freecom Network Storage Assistant. This can be found in "Applications" -> "Utilities".
- Check the Freecom Network Storage Assistant whether your Network Drive XS was detected. This may take some time. If your Network Drive XS is not immediately detected, click "Search again for available Freecom Network Storage devices" to repeat the search.
- 7. For a detailed functional description on the Freecom Network Storage Assistant, please refer to chapter 5.

# **Chapter 4: Accessing the Network Drive XS**

### 4.1 Accessing data via SMB

Server Message Block (SMB) operates as a network protocol mainly used to provide shared access to files between nodes on a network.

#### Windows

Open Windows Explorer and enter either

\\NDXS\* or

\\IP\_ADDRESS in the address bar (IP\_ADDRESS is the IP address of your Network Drive XS).



If you have changed the host name or the IP address, please use the new settings. Enter your username and password for accessing the Network Drive XS. If you are logging on as the administrator, you will have access to all folders on the Network Drive XS.

#### Linux

Open the file browser (Konqueror, for instance) and enter

smb:// NDXS \* or

smb:// IP\_ADDRESS in the address bar (IP\_ADDRESS is the IP address of your Network Drive XS).

Enter your username and password for accessing the Network Drive XS. If you are logging on as the administrator, you will have access to all folders on the Network Drive XS.

#### Mac OS

Mac OS X Vers.10.4 and higher

Select 'Go To' -> 'Connect to Server...'from the menu bar. The Network Drive XS address is:

smb:// NDXS \* or

smb:// IP\_ADDRESS in the address bar (IP\_ADDRESS is the IP address of your Network Drive XS).



ΕN

Click 'Connect'. Enter the workgroup, your username and password for accessing the Network Drive XS. If you are logging on as the administrator, you will have access to all folders on the Network Drive XS.

Note: You set the workgroup name of the Network Drive XS under Configuration - Update Device/ Workgroup names in the Network Drive XS Configuration menu.





Mac OS X 10.4

Mac OS X 10.5

You now need to select a shared folder on the next screen. Press OK to continue. After pressing OK, the Network Drive XS is configured and an icon appears on your computer desktop.





Mac OS X 10.4

Mac OS X 10.5

To access all the Network Drive XS folders that your username has been assigned user privileges, simply double-click this icon.



Mac OS X 10.4



Mac OS X 10.5

### 4.2 Accessing data via FTP

Note: Not all browsers can upload data via FTP. Those that can include InternetExplorerandKonqueror. Werecommendusing FTP clients of tware such as WS FTP, SmartFTP or CuteFTP.

The File Transfer Protocol (FTP) is a standard network protocol used to exchange files over an Internet Protocol (TCP/IP) computer network. The FTP protocol is built on a client-server architecture.

#### 4.2.1 Local access

Enable the FTP Server option. Use any FTP client software or open your browser and enter

ftp://USERNAME:USERPASSWORD@IP ADDRESS \*

or

ftp://USERNAME:USERPASSWORD@NDXS \*

(IP\_ADDRESS is the IP address of your Network Drive XS)

#### 4.2.2 FTP access via the Internet

Enable the FTP Server option in the Network Drive XS Configuration. Your router must be configured as follows:

#### 1. Port forwarding

Forward port 21 to the IP address of your Network Drive XS.

<sup>\*</sup> If you have changed the hostname or the IP address of the Network Drive XS, please use the new settings here.

### 2. Dynamic DNS

Dynamic Domain Name System gives the ability to provide an official DNS name such as www.yourname.com to the dynamic IP address you have gotten from your ISP.

To do so, you first need to register with a DynDNS service. It updates the modified IP addresses and forwards this to the domain name. This enables you to be reached at one single domain name at any time even if your IP address changes.

If your router supports this option, we recommend using this feature, otherwise you always need to know the WAN IP of your router to access the Network Drive XS via FTP from the internet.

Use any FTP client software or open your browser and enter ftp://USERNAME:USERPASSWORD@YOUR\_INTERNET\_IP or ftp://USERNAME:USERPASSWORD@YOUR\_DYNDNS\_HOST. USERNAME = your username

USERPASSWORD = your user password YOUR INTERNET IP = your WAN IP address

YOUR\_DYNDNS\_HOST = your Dynamic DNS address

# **Chapter 5: Configuration of the Freecom Network Drive XS**

For easier access we recommend using the PC configured as DHCP Client as described in the previous chapter.

As default, the DHCP Server of the Freecom Network Drive XS is switched on. This can be changed in the "Status" section of the web configuration.

### 5.1 The Freecom Network Storage Assistant (PC/Mac)

You can use the "Freecom Network Storage Assistant" to configure the Freecom Network Drive XS. This tool offers the following functions:

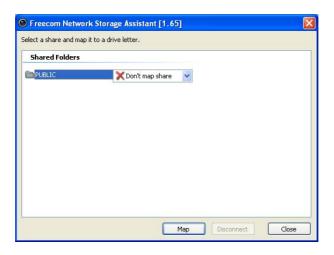


# **Accessing your Network Drive XS web interface**

When you click this menu item, the web interface for your Freecom Network Drive XS opens in your default browser.

### Adding and removing shared folders

You can assign a drive letter to shared folders on your Freecom Network Drive XS. This allows you to access to the files more quickly.

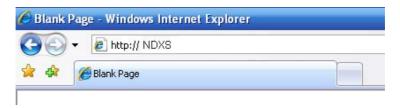


### Repeat search for available Freecom Network Drive XS

Click here to repeat the search for your Freecom Network Drive XS if it was not detected during the first search. Please make sure that your network is configured as described in this manual and that all cables are properly attached.

### 5.2 Using the Freecom Network Drive XS web interface

1. Open your web browser, type "type "http://NDXS" into the URL address box and press "Enter".



2. The login dialog box will appear. Please use the following username and password for the initial login:

Username: admin Password: admin



EN

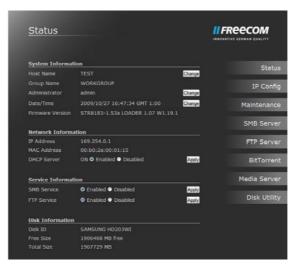
5

3. The start screen of the Freecom Network Drive XS web interface will open. Now you can continue configuring your Freecom Network Drive XS.



### 5.3 Basic Settings (Status) of the Freecom Network Drive XS

In the web interface, click on "Status" to change the basic settings of the Freecom Network Drive XS:



### 5.3.1 Status - System Information

### Setting up host and group name

Click on the "Change" button next to the "Host Name" field.



Enter the desired host and group names and click on "OK" to apply your settings.

#### Setting up the administrator password

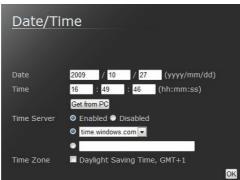
Click on the "Change" button next to the "Administrator" field.



 $Enter your new administrator password and repeat entry in the second field for verification. \\ Click on "OK" to apply your new password.$ 

### Configuring the time settings

You can setup date and time of your Freecom Network Drive XS either manually or automatically.



### **Manual Configuration**

Enter date and time and select the "Disable" button to disable the usage of a time server.

Choose whether to use "Daylight Saving Time" or not.

Click on "OK" to save your settings.

### **Automatic Configuration**

Select the "Auto" button in the SNTP" section to enable using a time server for your time settings.

In the "Time Server" section, you can either select a time server from the pull-down list or you can use a time server that is not listed in the pull-down list by manually adding the NTP address in the field below the pull-down list.

Choose whether to use "Daylight Saving Time" or not.

Click on "OK" to save your settings.

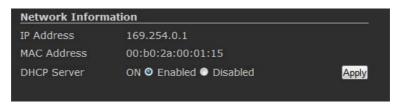
#### **Firmware Version**

In the "Firmware Version" section you can find information which firmware version is used in your device. Please have this information available for the Freecom Support if you have problems with your Freecom Network Drive XS.

#### 5.3.2 Status - Network Information

### **DHCP Server Configuration**

In this section you can select whether to use the Freecom Network Drive XS as DHCP Server or not.



To enable the DHCP Server, select the "Enable" button and click on "Apply". If the DHCP Server is already enabled and you want to disable it, select the "Disable" button and click on "Apply".

Note: The current status of the DHCP Server is displayed to the left of the "Enable" button.

#### 5.3.3 Status – Service Information

You can enable the FTP service / SMB service and specify. Select the "Enabled"/"Disabled" button. You can enable/deactivate the FTP service / SMB service.

Click on "Apply" to save your settings.

#### 5.3.4 Status - Disk Information

In this section, the status of the hard disk is displayed. You can find the following information:

Disk ID: Displays information about the hard disk

Free Size: Shows the available free space of the hard disk

Total Size: Shows the total size of the hard disk

### 5.4 IP Config

In the "IP Config" section of the web interface it can be configured whether the Freecom Network Drive XS has a static IP address or gets an automatic IP address assigned by another DHCP Server in the network.

ATTENTION: Do not use "Automatic IP" if the DHCP Server is already switched on on the "Status" page!

"Automatic IP" is not available when the DHCP Server of the Freecom Network Drive XS is already running.

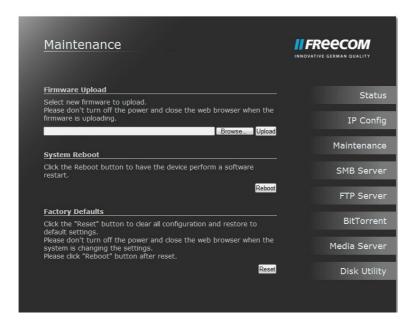


#### 5.5 Maintenance

In this section you can

- update the firmware of your Freecom Network Drive XS. New firmware usually fixes bugs or adds new features to your Freecom Network Drive XS.
- make a system reboot or
- reset the Freecom Network Drive XS settings to factory default.

5



# **5.6 Windows File Sharing Configuration (SMB Server)**

Click on "SMB Server" in the web interface to open the SMB server configuration:



#### 5.6.1 User Account List

In the "Account List", you can add or delete users and modify their access rights.

#### New

Click on "New" to add a new user. Enter a user name and a password and click on "Apply".

### Modify

Click on "Modify" to change the user access rights. You can

- set or change the user password
- give the user read-only or read/write access
- select folder the user is allowed to access

After changing the settings, click on "Modify" to apply settings.

### En/Disable

Click on "En/Disable" to enable or disable the user access for the selected user.

#### Delete

Click on "Delete" to delete a user from the list. Confirm with "OK" to delete the user.

#### 5.6.2 Administration of shared folders

In the left section ("Folder List"), shared folders can be administrated. In this list, all available folders on the Freecom Network Drive XS will be listed:

#### Create

Opens the menu to create a new shared folder.



#### Rename

Opens the menu to rename an existing shared folder.



#### **Delete**

Opens the menu to delete an existing shared folder.



Note: for all changes you have to login with your administrator password!

### 5.6.3 Sharing folders

### Adding a shared folder

To add a folder to the Sharing List, select a folder in the "Folder List" and click on the "->" button. The folder will now appear in the "Sharing List".



### 5.6.4 Mounting shared folders

#### PC

Windows users can use the Freecom Network Storage Assistant to map shared folders with a drive letter.

- Start the Freecom Network Storage Assistant
- Click on "Add&Remove mapped shares"
- Select a shared folder and map it to a drive letter.

#### Mac OS X

Select 'Go To' -> 'Connect with Server...'from the menu bar. The Freecom Network Drive XS address is:

smb://169.254.0.1 or else

smb://NETWORKDRIVE\_NAME (factory default is smb://NDXS).

Click 'Connect'. You now need to select a shared folder on the next screen. Press OK to continue.

Enter the workgroup, your username and password for accessing the Freecom Network Drive XS. User name to login always has to be "admin"!

# **5.7 FTP Server Configuration**

In this section you can set FTP functions, status and FTP user administration:



#### New

Click on "New" to add a new user. Enter a user name and a password and click on "Apply".

### Modify

Click on "Modify" to change the user access rights. You can

- set or change the user password
- give the user read-only or read/write access
- select folder the user is allowed to access

After changing the settings, click on "Modify" to apply settings.

#### En/Disable

Click on "En/Disable" to enable or disable the user access for the selected user.

#### Delete

Click on "Delete" to delete a user from the list. Confirm with "OK" to delete the user.

The standard port for FTP is 21. After making your changes, click on "Apply".

NOTE: If you are using the Freecom Network Drive XS in a network and you want to have FTP access on the Freecom Network Drive XS from the outside (Internet), you have to forward the selected FTP port (e.g. 21) to the IP address of your Freecom Network Drive XS!

Please consult the user manual of your router for further information how to setup port forwardings!

Anonymous login allows the user to login as

User: anonymous Password: user's e-mail address

### **User Account List**

In the "Account List", you can add or delete users and modify their access rights.

#### New

Click on "New" to add a new user. Enter a user name and a password and click on "Apply".



### Modify

Click on "Modify" to change the user access rights. You can

- set or change the user password
- give the user read-only or read/write access
- select folder the user is allowed to access

After changing the settings, click on "Modify" to apply settings.

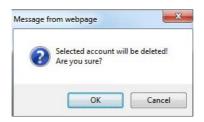


### En/Disable

Click on "En/Disable" to enable or disable the user access for the selected user.

#### **Delete**

Click on "Delete" to delete a user from the list. Confirm with "OK" to delete the user.



#### 5.7.1 Internal FTP access

Use any FTP client software (e.g. WS\_FTP, SmartFTP or CuteFTP) or open your browser and enter

ftp://USERNAME:USERPASSWORD@<IP ADDRESS> or ftp://USERNAME:USERPASSWORD@<HOST NAME>

- <USERNAME> = user name
- <USERPASSWORD> = password of user
- <IP ADDRESS> = IP address of your Freecom Network Drive XS
- <HOST NAME> = Host name of the Freecom Network Drive XS as specified in the settings

#### 5.7.2 External FTP access (via Internet)

To access the Freecom Network Drive XS via FTP from the Internet, make sure that the FTP port specified in the Network Drive XS settings is forwarded to the Network Drive XS IP address in the port forwarding settings of your router!

Please consult the user manual of your router for further information how to setup port forwardings!

Use any FTP client software (e.g. WS\_FTP, SmartFTP or CuteFTP) or open your browser and enter

ftp://USERNAME:USERPASSWORD@YOUR\_INTERNET\_IP

or

ftp://USERNAME:USERPASSWORD@YOUR\_DYNDNS\_HOST

- <USERNAME> = user name
- <USERPASSWORD> = password of user
- < YOUR\_INTERNET\_IP > = your WAN IP address
- < YOUR\_DYNDNS\_HOST > = your Dynamic DNS host name (if supported by your router)

Note: Not all browsers can upload data via FTP. Those that can are e.g. InternetExplorerandKonqueror.WerecommendusingFTPclientsoftware such as WS FTP, SmartFTP or CuteFTP.

#### 5.8 Media Server

The Freecom Network Drive XS can be used to store all your multimedia files on, and play them back on any computer or Audio/Video (UPnP) streaming device in your network.



### **5.9 Configure Torrent Download Client**

The Torrent Download Client supports the download of files over the bittorrent network. Enter the URL of a torrent file and click on "Upload".



You can specify the maximum upload and download rate (KB/s) for each file individually by entering values in the corresponding fields before pressing "Upload".

To get maximum performance for your torrent downloads, you can configure a port to be forwarded from your router to the Network Drive XS.

You can use the standard port 6881 for the port forwarding, but you may also select another port.

Please check the manual of your router for further information how to setup a port forwarding.

ATTENTION: Please respect the law and only download legally! Freecom cannot be held responsible for the content of your downloads!

### **5.10 Disk Utility**

In this section you can

- choose to format the hard disk,
- specify after how many minutes of inactivity the hard disk will go to sleep mode.



# Chapter 6: LAN Connection Types of the Freecom Network Drive XS

#### 6.1 Direct connection to a PC

Once the PC/Mac is setup as DHCP client as described in the chapter "Check TCP/IP Settings on PC/Mac" the user has to configure SMB Server and/or the FTP Server to work with the device via network connection.

We recommend using the USB connection when connecting the Freecom Network Drive XS to a single PC as the USB connection offers faster data transfer rates and easier access to the Freecom Network Drive XS.

### 6.2 Connection to an existing network

Make sure the DHCP Server of your router is enabled. For more information on this topic, please refer to your router's manual.

- Connect the Freecom Network Drive XS directly to a PC/Mac and open the web configuration.
- 2. Open the "Status" page.



- 3. Disable the DHCP Server. Click on "Apply" to save your changes.
- 4. Open the "IP Config" page.



- 5. Select "Automatic IP" and click on "Apply" to save your changes.
- Disconnect the Freecom Network Drive XS from your PC and connect it to your router.
- 7. Your Freecom Network Drive XS will now get an IP address assigned by the DHCP Server of your router. Every PC/Mac connected to your network can now access your Freecom Network Drive XS.

You can now use the Freecom Network Storage Assistant for an easy access to your Freecom Network Drive XS. This tool helps you to access the web interface or to map shared folders with a drive letter.

# WARRANTY

# (valid in Europe/Turkey only)

We thank you for purchasing this Freecom product and hope you will enjoy using it. In order to avoid unnecessary inconvenience on your part, we suggest reading the quick install guide, instruction manual and any additional electronic and or printed manuals. When problems occur we have a database with Frequently Asked Questions (FAQ) on our Freecom website (www.freecom.com), please check this site before you contact the helpdesk.

#### **Your Guarantee**

All Freecom products come with unlimited technical phone and web support. By this Guarantee, Freecom warrants their products to be free from defects in material and workmanship for a period listed below from the date of its original purchase. If during this period of guarantee the product proves defective due to improper materials or workmanship, Freecom will, without charge for labour or parts, at its sole discretion, repair or replace the product or its defective parts upon the terms and conditions set out below.

#### **Conditions**

This guarantee will be granted only when the original invoice or sales receipt (indicating the date of purchase, product and serial number) is presented together with the defective product and a Freecom RMA number received from the Freecom Website or given by a Freecom Service Center. Freecom reserves the right to refuse the free-of-charge guarantee services when the date of purchase of the product cannot be proven. This guarantee will not apply if the RMA number is missing, the serial number on the product has been altered, removed or made illegible.

This guarantee covers only the hardware components packaged with the product. This guarantee covers none of the following: (a) any consumable supplied with the product, such as media or batteries; (b) damage to or loss of any software programs, data or removable storage media; (c) any damage resulting from adaptations, changes or adjustments, which may have been made to the product, without the prior written consent of Freecom; (d) attempted repair by any party other than authorized by Freecom and (e) accidents, lightning, water, fire or any other such cause beyond the reasonable control of Freecom.

With respect to all services provided, Freecom is not responsible for any damage to or loss of any programs, data or other information stored on any media or any part of any product serviced. Freecom is not liable for the consequence of business loss in case of system failure. Be sure to exclude all parts not covered by this guarantee prior to returning the product to Freecom. Freecom is not liable for any loss or damage to these items. If during the repair of the product the contents of the hard drive are altered, deleted or in any way modified, Freecom is not liable whatsoever.

Repair parts and replacement products will be provided on an exchange basis and will be either new, equivalent to new or reconditioned. All replaced parts and products become the property of Freecom The period of guarantee for any product or part repaired or replaced in warranty shall be the balance of the original guarantee. Repairs or replacements on product or parts out of warranty carry 6 (six) months guarantee.

